



**COMMERCIAL TERMS AND CONDITIONS**  
for HILITE Software of

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VRVis GmbH operates a software for fast, dynamic and interactive light simulation for complex architectural environments.

These Commercial Terms and Conditions ("**CTC**") govern the legal framework for (i) granting ordinary permits to use the VRVis Software HILITE and (ii) providing individual services (e.g. preparing organisational concepts, creating individual programmes, delivering standard (library) programmes, etc.) to VRVis' business and/or service customers (the "**Customer**").

**§ 1**  
**Scope of application**

- (1) Even if not expressly incorporated by reference, these CTC apply to all present and future services VRVis provides to the Customer.
- (2) On the date the contractual relationship pursuant to § 2 (1) is established, the Customer acknowledges these CTC and these shall henceforth apply over the entire term of the business relation. The Customer's commercial terms and conditions or terms and conditions of purchase, if any, do not automatically become part of the contract and shall apply only if VRVis acknowledges these in writing in a particular case by virtue of an individual agreement.
- (3) VRVis employees and other vicarious agents or assistants VRVis relies upon to provide the contractual service are not authorised to reach side agreements the contents of which exceeds the scope of the agreement reached with the Customer or that of these CTC.

**§ 2**  
**Conclusion of contract and contract terms**

- (1) The contract relationship between the Customer and VRVis is established by virtue of the Customer's written order and VRVis' written and duly signed acceptance notice.
- (2) Products and services VRVis presents or advertises online, in brochures or other advertising materials do not represent binding offers.
- (3) VRVis may reject a Customer order if:
  - (a) there is reasonable doubt with regard to the Customer's identity, legal capacity or legal personality;
  - (b) there is reasonable suspicion that the VRVis Software or other applications made available by VRVis in the context of processing the order are abusively used;

(c) other circumstances exist that would render a contractual relationship with the Customer unreasonable from VRVis point of view.

- (4) The VRVis Software HILITE as well as any documentation, proposals, test programmes, etc. relating to the contractual services are VRVis intellectual property and may neither be reproduced nor made available to third parties. If no contract is concluded with the Customer, those contractual items, documentation, proposals, test programmes etc. shall be returned or deleted and may no longer be used.
- (5) The Customer is aware of the VRVis Software's essential functional features; the Customer, itself, shall bear the risk that the VRVis Software may not meet the Customer's desires and/or (operational) requirements, as the case may be. With regard to issues of doubt, the Customer shall seek the advice of VRVis employees, its vicarious agents or third-party experts prior to concluding the contract (binding acceptance notice by VRVis). The technical options and conditions of use of the VRVis Software (e.g. concerning hardware and data carriers) are evident from the service and function specifications ("**Function Specifications**") prepared by VRVis that shall be provided to the Customer upon request. If necessary, the Function Specifications are also available as "download" from VRVis' website at [www.vrvis.at](http://www.vrvis.at).
- (6) Any information on technical data or product features VRVis provides in printed matter, catalogues, advertisements, price lists and other information and promotional materials merely represent a general description and labelling of VRVis' services and may not be relied upon for asserting Customer claims, if any. A guarantee as to a certain condition shall only be deemed to exist if such guarantee has been expressly indicated and agreed.
- (7) In case of any disagreement about the content of computer terms and symbols, quality requirements, format requirements or the like, the provisions set forth in the Function Specifications, as amended upon conclusion of the contract, shall prevail.
- (8) Subject to timely prior notice, VRVis may change, extend or limit the contents and scope of contractual services at any time in a manner that is reasonable for the Customer. VRVis will particularly take such measures if technical or legal circumstances so require or if this serves to protect the functionality of VRVis Software.

### § 3

#### Subject-matter of the contract and scope of services

- (1) The subject-matter of the services to be provided by VRVis may be:
  - (a) to grant an ordinary right to use the VRVis Software that is neither exclusive nor transferable and confined in fact and time to the term of this contract (*ordinary utilisation right*) pursuant to § 6;
  - (b) to participate in properly implementing and putting into operation the VRVis Software and provide support in the changeover, if any, to a new software system;
  - (c) to conduct product training and establish an e-mail account for customer enquiries and error reports, if any;
  - (d) to carry out on a regular basis repair and maintenance work on the VRVis Software. Software updates by VRVis shall be billed separately. If it should become necessary to update VRVis Software directly at the Customer's premises, the related expenses (travel expenses, employee costs, etc.) incurred by VRVis shall be invoiced separately.
  - (e) to carry out work to rectify a malfunction of the VRVis Software that has been reported in accordance with § 5 (2);
  - (f) to prepare programme carriers, individual software programmes or programme adjustments and deliver standard (library) programmes;
- (2) The type and scope of VRVis' services are subject to the service specifications that were delivered by Customer when placing the order or prepared by VRVis, itself, against a fee and agreed with the Customer, along with the binding information, documentation and auxiliary materials included therein. These also include practical test data and sufficient test options which will be made available by the Customer in due time during normal working hours and at its own cost and expense. (Product) details and service contents relating to the granting of rights to use the VRVis Software are evident from the Function Specifications.
- (3) The Customer shall verify that the service specifications (see § 3 (2)) prepared by VRVis against a fee are accurate and complete and it shall issue a notice of approval.
- (4) Changes of the contract volume or the service specifications made after VRVis has issued a (legally) binding acceptance notice pursuant to § 2 (1) require VRVis' prior consent and may result in separately agreed dates and prices.
- (5) If the provision of services under the order should turn out to be impossible for legal or factual reasons, VRVis is required to notify the Customer immediately. If the Customer fails to change the service specifications or create the conditions required to enable VRVis to provide services, VRVis may refuse to execute the order. This applies, without limitation, if the provision of services has been rendered impossible due to an omission of the Customer or a

subsequent change of the service specifications. In this case, the costs of and expenses so far incurred for VRVis activities as well as costs of demounting, if any, shall be reimbursed by the Customer.

- (6) Programme carriers, documentation, function and service specifications will be shipped at the Customer's own cost and expense and risk. Any additional training or information requested by the Customer will be charged separately.

#### § 4 Customer's services and obligations

- (1) The Customer undertakes to use the VRVis Software according to its intended purpose and the terms of the contract. In particular, the Customer may use the software solution only according to the Function Specifications.
- (2) Changes to the system requirements that are within the Customer's control shall be notified in due time prior to completion of service provision. Any delay and additional costs which arise due to any change in the performance of the service shall be borne by the Customer.
- (3) The Customer shall timely make available free of charge any documentation, information and equipment within its control that may be necessary for the provision of the services owed by VRVis. Moreover, the Customer shall timely request any cooperation and the provision of documents by third parties which are required for the provision of VRVis' services.
- (4) The Customer shall grant VRVis or its employees access to the rooms during ordinary business hours pursuant to § 7 (3) as necessary for performing the contract and shall grant adequate access to internal systems (hard- and software) and to employees of the Customer, if any, if this is necessary to enable VRVis to provide services under the contract.
- (5) If the Customer fails to timely participate or provide or request deliverables, VRVis' delivery and service dates shall be postponed accordingly and VRVis shall separately charge additional expenses thus incurred.
- (6) The Customer shall immediately report to VRVis in writing any change to its company name or legal form, if any, as well as its address, invoice address and bank details. If no such change is reported, documents shall be deemed received by the Customer if these were sent to the address or paying agent most recently indicated by the Customer.
- (7) Provided that a company name exists, the Customer shall grant VRVis the right to include the Customer's company name or logo, if any, or trademark in a list of partners or references and to publicly announce the Customer's business relationship with VRVis.

#### § 5 Acceptance and trouble shooting

- (1) The Customer shall accept from VRVis the contractual services at the terms that were consensually determined in the service specification pursuant to § 3 (2). The VRVis Software's functions and features are evident from the Function Specifications pursuant to § 2 (5). If standard (library) programmes are ordered, placement of the order is

deemed to confirm that the Customer is aware of the scope of the programmes ordered.

- (2) Upon delivery, the Customer shall subject the deliverable (individual programmes, programme adaptations, VRVis Software) to a diligent performance test. In doing so, the Customer shall compare the functional features that were determined in the service specifications and accepted by VRVis to the actual product features. Programme defects or improper use of the VRVis Software, if any, occurring during the performance test shall be notified to VRVis within a reasonable period of time, however, no later than within 5 (*five*) working days after delivery. Hidden defects of the product shall be reported within 3 (*three*) working days as of the date the defect becomes evident. Statutory warranty periods shall apply to consumers.
- (3) Complaints shall initially be made electronically by e-mail to *office@vrvis.at* and thereafter in writing addressed to VRVis business address, accompanied by a detailed report on (i) the type of defect; (ii) the application where the defect occurred; and (iii) measures, if any, already taken to rectify the defect. If no error report is made within the time limit set forth in § 5 (2), the delivery shall be deemed approved by the Customer.
- (4) If the Customer should already use the VRVis Software in real time operation, that software shall be deemed accepted in any case.
- (5) In case of a complaint pursuant to § 5 (2), the Customer shall (i) name a contact person; and (ii) describe in detail the error that occurred. If substantial defects exist that make real time operation of the VRVis Software impossible and if these are timely reported in an appropriate manner, the Customer shall be required to declare acceptance again after the defects have been rectified.
- (6) For purposes of error analysis and rectification of defects, the Customer shall appropriately cooperate within the meaning of § 4 (providing information material and granting access to the business premises). If VRVis error analysis shows that there is no defect, which VRVis would be required to rectify, VRVis may charge for the error analysis frustrated expenses at applicable hourly rates to the Customer.
- (7) If, in an unjustified manner, the Customer fails to timely accept contractual services or can be held responsible for a defect, if any, in service provision, VRVis shall be reimbursed for any damage it suffers as a consequence. The same applies if the rectification of a defect is affected or an existing damage is increased due to the Customer having culpably neglected its cooperation duties.
- (8) The Customer may not refuse acceptance of contractual services in reliance on insignificant defects, except in case of consumer transactions.
- (9) Power failures, malfunctions, maintenance work or other unavoidable events that are outside VRVis' control may interrupt the provision of services. In such case, VRVis will honestly and to its best belief strive to rectify malfunctions and interruptions as fast as technically and economically feasible.

## § 6 Copyright and use

- (1) If the VRVis Software is licensed, the Customer shall be granted a non-exclusive, non-transferable permit to use the VRVis Software, that permit to be confined in terms of subject-matter and time to the term of the relevant contractual relationship.
- (2) All copyrights to the VRVis Software and the contractually agreed services (programmes, documentations, etc.) currently are and shall unrestrictedly be owned by VRVis' or its licensors' also after the contract has been terminated. All specifications, further developments and adjustments of the VRVis Software or of programmes based thereon that come into existence as a result of the contractual relationship with the Customer shall transfer to VRVis' or its licensors' (intellectual) property when they come into existence. These also include any rights that may arise worldwide from copyright or other provisions governing intellectual property rights.
- (3) In the context of using the VRVis Software according to the terms of the contract, the Customer may not edit, change or otherwise shape the software, transfer it to third parties, connect it to other programmes or retranslate (decompile) it into another display format. Likewise, it may not remove, bypass or change copying or safety mechanisms, programme elements of digital rights management (DRM) security codes or the VRVis Software's marker features (property notices, brands, copyright notice).
- (4) The Customer may not use the VRVis Software beyond the contractually agreed purposes or allow third parties that are not part of the Customer's operations to use the VRVis Software or temporarily or permanently transfer it to third parties. Unless otherwise agreed, "third parties" within the meaning of this provision also include the Customer's branch offices or affiliated companies (Section 228 (3) of the Austrian Business Corporations Code), if any.
- (5) The Customer shall hold harmless and indemnify and grant full satisfaction to VRVis for non-compliance with the present conditions of use, including, but not limited to infringement of copyright or other intellectual property rights of VRVis or third parties.

## § 7 Compensation, terms of payment

- (1) VRVis shall charge order-related product or utilisation fees for providing the services described in § 3 (2), including the granting of rights to use the VRVis Software. In this context, the licensing fee for granting an ordinary right to use the VRVis Software is collected in advance in the form of an annual flat-rate compensation. VRVis determines its prices based on billing costs customary in the industry.
- (2) Licenses for the VRVis Software may be obtained on the basis of the following price schemes:
  - (a) Fixed-term license:

A license for the VRVis Software is obtained for the period of one year. All costs incurred by VRVis in connection with licensing, including expenses for software support and software updates, are covered by an annual license fee.
  - (b) Indefinite license

A license for the VRVis Software is obtained for an indefinite term. The costs incurred by VRVis in connection with licensing the VRVis Software shall be covered by a one-time utilisation fee. Software-related additional services (software support and software updates) that VRVis provides to the Customer within the first year of the contract term are included in the utilisation fee. However, additional services provided by VRVis after the first year of the contract term has expired are charged separately.

- (3) Based on the daily rates, as amended from time to time and announced by VRVis, VRVis shall charge the following surcharges for services (e.g. error analyses) it provides outside ordinary business hours: surcharge of 50 % outside ordinary business hours and 100 % on Sundays and public holidays. "Ordinary business hours" within the meaning of this provision are: Monday through Friday, 8 a.m. – 5 p.m.
- (4) All prices are denominated in euros exclusive of value added tax. Shipping costs, if any, shall be charged separately and apply only to the present contract.
- (5) As a rule, fees are payable after receipt of the invoice on the due date indicated in the invoice or, in the absence of a due date, within seven calendar days after receipt of the invoice by the Customer. The invoiced amount shall be credited to the bank account indicated in the invoice on the due date, at the latest. If the Customer is in default of payment, VRVis may put the provision of the relevant services on hold until the relevant service (utilisation) fee has been paid in full. In case of default of payment, permission to use the VRVis Software may be revoked. If the Customer is in default with two partial payments, VRVis may accelerate payment of the full amount (*acceleration of maturity date*).
- (6) Payment shall be deemed received on the date the amount is available to VRVis or credited to VRVis' bank account indicated in the invoice. In case of delayed payment by the Customer, VRVis shall charge default interest at a rate of 12 % p.a. as of the 15<sup>th</sup> day after the invoice date, unless costs in excess thereof have been incurred. In case of consumer transactions, the generally applicable default interest rate of 4 % p.a. shall apply. Dunning, enquiry and other costs incurred in the context of recovering a claim shall be borne by the Customer. This shall not restrict VRVis' right to assert any further damages.
- (7) The Customer shall pay the fees by bank transfer with a payment slip or by electronic bank transfer (*online banking*) or grant VRVis authorisation to directly debit fees. The Customer shall bear all expenses arising in connection with payment transactions.
- (8) The Customer waives its right to set off any counterclaims against VRVis' compensation claims, unless these counterclaims have been acknowledged by VRVis in writing or determined by a court. Moreover, the Customer may not withhold payments on the grounds of incomplete total delivery, guarantee or warranty claims or complaints.
- (9) All tax liabilities arising from the contract relationship with VRVis, except income tax, shall be borne solely by the Customer. The Customer shall hold harmless

and indemnify VRVis for any wrongful assertion of such tax claims.

- (10) Partial invoices are subject to the payment terms fixed for the entire order pursuant to § 7 (1) by analogy.

## § 8 Warranty

- (1) VRVis provides its services on the basis of the generally valid industrial standards and practices. VRVis warrants that the VRVis Software will be in operational condition on the provision date, possess the commonly expected qualities and will be consistent with the usual state of the art applicable at that time. However, the Customer is aware that due to programme errors it is impossible to provide an entirely error-free computer service according to the state of the art.
- (2) Moreover, VRVis shall be liable within the scope of statutory provisions that the rights to use the VRVis Software granted to the Customer pursuant to § 6 (1) are free of any third-party rights that might prevent the contractual use by the Customer. If third parties assert claims or proprietary rights against the Customer, it shall immediately notify VRVis. The Customer may not acknowledge third-party claims on its own initiative. VRVis shall, at its own discretion, defend or satisfy these claims or replace the relevant service by an equivalent service that complies with the order, if this is acceptable to the Customer.
- (3) VRVis does not warrant for errors or other failures of the VRVis Software,
  - (a) due to errors of the hardware, the operating system or the software of other producers beyond VRVis control;
  - (b) due to improper use of whatever nature or inappropriate handling by the Customer, which could have been avoided by proper and diligent use;
  - (c) resulting from (i) changed operating system components, interfaces and parameters, (ii) use of inadequate organisation resources and data carriers, as far as these are required, (iii) atypical operating conditions (including, but not limited to non-compliance with the installation and storage conditions), and (iv) damage in transit;
  - (d) due to virus infection or other external effects outside VRVis' control, such as fire, accidents, power failure, etc.;
  - (e) due to transmission errors on data carriers or on the internet.
- (4) Any warranty that the software is suitable for a specific purpose sought by the Customer is excluded.
- (5) If an order concerns the change or supplementation of already existing programmes, warranty refers to such change or supplementation. This will not revive warranty for the original programme. Programmes that are subsequently changed by the Customer's own programmers or by third parties are excluded from the warranty.
- (6) In case the Customer timely and appropriately reported defects pursuant to § 5 (3), if any, in the

course of accepting the service and if VRVis has confirmed such defects in the context of an error analysis to be carried out, the Customer may reduce the price or rescind the contract subject to applicable legislation. Rescission of the contract and price reduction shall be excluded, if VRVis repairs defects primarily by follow-up or exchange within a reasonable period of time.

- (7) Support, error diagnosis, correction of an error and trouble-shooting for which Customer is responsible and any other corrections, modifications and supplements will be carried out by VRVis against compensation of costs. This also applies to the repair of defects if the Customer itself or a third party changes or supplements programmes or otherwise interferes with the software.

### **§ 9 Software support and maintenance**

- (1) VRVis provides software support to the Customer and carries out maintenance work exclusively for the VRVis Software. VRVis does not provide support or carry out maintenance work for third-party software or open-source software, unless an explicit agreement beyond these CTC is concluded in that respect. VRVis and the Customer may agree on additional software support or maintenance services for standard (library) programmes.
- (2) Software support and maintenance agreements may be concluded for either limited or indefinite periods. Maintenance agreements concluded for an indefinite period may be terminated by either party giving three months' notice after a full year has expired.
- (3) Software support and maintenance include an information service, an e-mail service and an update service.
- (4) In the course of the information service, the Customer is notified of new programme conditions, available updates and programme developments and is granted online-access to a technical knowledge base.
- (5) The e-mail service includes professional advice provided to the Customer by qualified VRVis employees in case of occasional problems regarding the use of the contractual software. That advice is provided electronically via the e-mail address [office@vrvis.at](mailto:office@vrvis.at) or directly at the Customer's premises. If advice is repeatedly sought for similar problems, VRVis may make further advice on the subject-matter of the contract subject to compulsory additional training measures beyond the software support and maintenance agreement and against a fee.
- (6) In the context of the update service, VRVis provides programme updates to the Customer. These include corrections of errors, resolving problems with the programme, if any, that occur neither during the test run nor in the course of practical use within the warranty period, as well as improvements and extensions of the scope of services.
- (7) If the hotline service provided by VRVis is unable to solve the problems of the contractually agreed scope of services, VRVis will solve the problem on location of the computer system at the Customer's premises. VRVis will separately charge additional costs thus incurred.

### **§ 10 Liability and damages**

- (1) VRVis shall be liable within the scope of statutory provisions for damage to the Customer caused by officers, employees, vicarious agents or other individuals contractually authorised to provide services to the Customer, only if intent or gross negligence is proven. Any liability for slight negligence is excluded, except in case of damage to life and limb.
- (2) Liability for loss or damage of data shall be excluded, if the Customer failed to take adequate or security measures customary in the industry. Except for personal injury, payment of damages to companies is limited to EUR 5,000.00.
- (3) VRVis shall be liable for the destruction of data or software only as far as the Customer has fulfilled its contractual obligations to appropriately use the VRVis Software pursuant to § 4 (1).
- (4) Recourse claims, if any, asserted against VRVis by the Customer or third parties in reliance on product liability within the meaning of the Austrian Product Liability Act shall be excluded, unless the relevant party entitled to assert recourse claims proves that the mistake was within VRVis' control and was caused by at least gross negligence.
- (5) Events of force majeure which make it significantly more difficult or impossible to provide the contractual services entitle VRVis to postpone the fulfilment of its obligations as long as that obstacle continues to exist and by a reasonable start-up period. Force majeure shall include strikes, lock-outs, government interference and similar circumstances, to the extent these are unpredictable, serious and have not been caused by VRVis. VRVis disclaims any liability in these cases.
- (6) In case of transactions with entrepreneurs, any damage claims the Customer may have against VRVis shall forfeit as early as six months after the damage and the injurer have become known.
- (7) As far as VRVis liability is excluded under these CTC, the same shall apply to the liability of officers, employees, vicarious agents or other individuals authorised under an agreement to provide services to the Customer.

### **§ 11 Confidentiality and privacy policy**

- (1) The Customer shall be solely responsible for any personal (user) data, whether these are sensitive data within the meaning of Section 4 of the Austrian Data Privacy Act 2000, or non-sensitive data that VRVis transmitted, used or processed in the context of providing its services. If VRVis gains access to the Customer's hardware and software (e.g. in the course of remote maintenance or fault repair) this is not for the purpose of commercial processing of personal data.
- (2) The Customer is required to obtain the relevant individuals' consent prior to handling or processing (personal) data and shall hold harmless and indemnify VRVis for third-party claims, if any.
- (3) VRVis and the Customer will keep confidential and use only for purposes of the relevant contract all

trade and business secrets of the other party which may come to their knowledge within the scope of the business relationship. The recipient will not make available such trade and business secrets to a third party, except with the other party's prior written consent.

- (4) Upon termination of the business relationship, the Customer is required to return to VRVis or destroy any confidential documentation it received in connection with the performance of the contract.
- (5) The obligations set forth in § 11 (4) shall also apply to the Customer's or VRVis' vicarious agents and employees, if any.
- (6) These confidentiality obligations shall be valid for a period of five years after the business relationship has been terminated.

#### **§ 12 Loyalty**

VRVis and the Customer undertake to be loyal to each other. For the term of the contract and for 12 months after termination of the contract, they will refrain from soliciting and employing, also through third parties, any employees who were engaged in the realisation of the orders. In case of non-compliance with the obligation to be loyal, the party that is in breach of the contract shall pay flat-rate damages in the amount of an annual salary of the solicited employee.

#### **§ 13 No assignment**

The transfer of this contract and the assignment of rights and obligations hereunder shall require the other party's written consent.

#### **§ 14 Final provisions**

- (1) These CTC shall be governed by and construed in accordance with Austrian law, to the exclusion of the UN Sales Convention. All disputes arising out of or in connection with these CTC shall be referred to the court in Vienna having jurisdiction in commercial matters.
- (2) VRVis may amend these CTC at any time and shall notify the Customer in writing of the amendments' content and the proposed entry into force at least one month prior to the proposed entry into force of the amended CTC. The Customer may object to these amendments. Unless it raises its objection prior to the proposed entry into force, the amended CTC shall become effective as of the disclosed date.
- (3) Any amendment of and modification to these CTC and to any other agreement shall be valid only if confirmed by VRVis in writing.
- (4) Should any term hereof be or become ineffective, invalid or non-enforceable, this shall not affect the effectiveness, validity or enforceability of the remaining terms hereof. The invalid or non-enforceable term shall be replaced by a valid and enforceable term, the economic purpose and economic result of which closest reflects the invalid term and the parties' original intent. The parties undertake to immediately record in writing and sign such replacing term.